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GSA: Supporting a Superior Workforce

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Workplace 20•20

A Federal Response to Changing Patterns in the Work Environment

As teamwork and sophisticated interactive technologies have become the norm in workplaces, GSA is committed to addressing these trends, on behalf of our client agencies, with innovative work environments that are mission-responsive and sustainable to foster a superior workforce in every agency.

Over the last two decades, there have been dramatic changes in technology, business practices, and the demographic profile of the U.S. workforce. Team work has grown in importance; computer work takes precedence over paperwork; and increased local mobility and the greater geographic distribution of team members is now a common reality rather than the exception. Flat, fluid organizations have proliferated, requiring workspaces that are less hierarchical and less tied to status.

The U.S. General Services Administration responded to these changes in a special way when it launched the WorkPlace 20•20 research and development program. The focus of this effort was to help agencies realign their work settings to support teams effectively at a time when organizational structures, work styles, and technology were evolving rapidly.

Evaluating Six Workplace 20•20 Projects

Since its inception, the WorkPlace 20•20 program has worked with more than 11 different federal agencies to deliver 40 different projects. To evaluate the results, GSA commissioned the WorkPlace 20•20 Projects Evaluation Study. The first step was to analyze the results of a satisfaction survey given to the end-users of all the WorkPlace 20•20 projects. Six representative projects were then selected for a more in-depth post-occupancy review—a comprehensive look at their planning, design, delivery, utilization, and physical performance.

The New Landscape of Work – Common Workplace Trends Across Agencies

Assigned Workspace – An Underutilized Asset

Over the past decade, both public and private organizations have had to adapt rapidly to changing technology, cultural norms, and workforce demographics. Two key changes—increased local mobility and the greater geographic distribution of teams—have transformed the workplace.

One significant result is a drastic reduction in space utilization: at any given time, roughly a third of employees are working in an outside location, while another third are in the building, but not at their desks. Only 30 percent to 40 percent of end-users with assigned desks in a given workspace are actually using them.

Organizational Structure – A Changing Landscape

Local mobility and a geographically distributed workforce have also transformed management culture by reducing the opportunities for the face to face communication on which traditional management styles, such as “managing by walking around,” depended. The WorkPlace 20•20 Projects Evaluation Study found that participating organizations all showed signs of this transformation taking hold in the federal workplace. Examples include the following:

Flatter organizations:

- Cross-unit organizational groupings with fewer layers and more decentralized decision making are replacing more hierarchical structures.

Blurred boundaries:

- Collaboration is recognized as a competitive advantage of organizations that support it effectively. Boundaries or “silos” are breaking down as different parts of the organization learn to work more effectively together. The need to collaborate and share knowledge is blurring the boundaries between departments and between job categories.

Increased flexibility

- Organizations are more agile and more receptive towards change, both across the board and within smaller work units.

New Workplace Trends – The Common Ground

Because WorkPlace 20•20 focuses on supporting the goals and missions of GSA's client agencies, two broad trends have been identified that are reshaping the federal workplace across agencies.

First, office work practices are changing in response to major shifts in workforce demographics and technology.

Second, environmental awareness and energy price volatility have led to federal mandates for environmental quality and performance—as well as a pronounced end-user preference for work settings that are healthy and environmentally responsible.

The convergence of these two trends is transforming how GSA approaches office real estate—from initial planning through design, delivery, and utilization.



Six Workplace Projects

The WorkPlace 20•20 Projects Evaluation Study looked comprehensively at six different workplace projects across the U.S. Collectively, the projects represent the broader federal workplace.



1 U.S. Coast Guard MLCP(v) Oakland, CA

This project used the WorkPlace 20•20 process and a variety of tools, including social network analysis, to support a move into a new, multi-tenant building.

2 GSA PBS Regional Headquarters Chicago, IL

The first WorkPlace 20•20 project, it used the WorkPlace 20•20 process to support a major reorganization.



3 U.S. Coast Guard MLCP(s) Oakland, CA

This organization had recently reorganized into cross functional teams and leveraged the WorkPlace 20•20 process to help it realign its internal processes and work culture.



4 GSA FAS Regional Headquarters Fort Worth, TX

This project used the WorkPlace 20•20 process to support the physical consolidation and organizational integration of several groups from multiple locations into a single facility.

5 Veterans Administration Regional Office (VARO) Reno, NV

This project used the WorkPlace 20•20 process to support development of a build-to-suit, single-tenant building. The VA's core values, especially the focus on serving veterans with operational efficiency and compassion, were very important planning and design criteria.



6 GSA PBS Customer Service Center San Antonio, TX

This project used the WorkPlace 20•20 process in the redesign of a customer-facing small office. The design aimed to inspire customer confidence and to support PBS' own work needs.

The New Federal Workplace

Common Workplace Goals for the Next Decade

The steady transformation of work practice and the broad workplace trends have clear implications for the goals that federal agencies are setting for their workplaces. Four goals in particular are likely to set the agenda for the federal workplace over the next decade:

1 In addition to bursts of solitary activity, a typical day for knowledge workers includes many brief stand-up conversations, opportunistic encounters, “on the fly” meetings, and planned meetings of various sizes. The importance of collaboration and knowledge sharing and the need to support mobile workers and teams mean that the workplace is increasingly “where people meet to interact” rather than a setting for individual, heads-down work. Both collaboration and individual work still occur, of course, but it is crucial to provide a range of settings to support informal and formal interaction. We need to balance all of this with the need to accommodate focused work, a growing issue as the workplace becomes denser and more open.

Workplace features that support this goal include increased internal visibility, more space for interaction, and a greater variety of meeting rooms.

2 Under the old rules of space assignment, high level managers occupied private offices along the window wall, while staff sat in cubicles of various sizes and styles. For today’s end-user, the quality and performance of a workspace are reflected in everything from indoor air quality to ease of use, access to daylight and views, access to a range of collaboration

spaces, and visual and acoustical privacy when needed. A high-quality, high-performance workspace has become an important recruiting and retention tool.

Workplace features that support this goal include high performance lighting fixtures, HVAC systems, and acoustic components.

3 Increased collaboration and growing workforce mobility mean that past assumptions about the provision of individual workspaces and meeting rooms are out of step with the way federal workers actually use the workplace.

Workplace features can address these inefficiencies in several ways:

- Encourage and support mobility and recognize its impact by increasing the density of the individual workspace, some of which is non-assigned.
- Increase the variety and number of meeting spaces to accommodate formal meetings, casual discussions, and impromptu conversations.
- Provide “privacy” rooms for focused work or conference calls that could be disruptive to others.

4 Research shows that healthy and engaged employees are productive employees. A well designed workplace can increase an employee's sense of well-being, instill pride in the organization, and support the organization's mission. Workplace features that support this goal include increased access to daylight and to window views.

Engaging the occupants in the design process also greatly enhances the design benefits.

- Improve collaboration and communication
- Improve space use efficiency
- Improve engagement and well-being
- Improve environmental quality



Workplace 20•20 Findings

The evaluation study clearly demonstrates the value of designing for new workplace practices. The study found greatly enhanced and broadly based end-user satisfaction that is attributable to the workplace design approach developed and implemented as part of the WorkPlace 20•20 process. Both perceived and measured indoor environmental quality are also improved, indicating that new workplace designs also support the federal government's sustainability and high performance building goals. Finally, employee engagement – a key indicator of enhanced productivity – improved in all of the projects.

The six findings summarized here discuss how well the projects did from the standpoint of their end-users. They both affirm the overall success of the design strategies and show their limits.





1 Improved Collaboration

More than 50 percent of the respondents rated group productivity and communication both within and between groups as better in their new workspace. Fewer than 10 percent said the new workspace was worse than the old space for any of the communication and collaboration behaviors studied. The others were neutral about the comparison. These findings are consistent with a significant body of research showing that offices with high interior visibility, integrated circulation, and a variety of informal meeting areas increase the probability of spontaneous encounters that aid information flow.

The design strategies used to support collaboration, communication, and group productivity include the following:

- The use of low partitions or open plan workspace so that people can see each other.
- Ample provision of a variety of meeting and teaming spaces, especially those that can be used informally.
- The use of amenities and circulation.
- Elements, such as stair landings, to encourage unplanned encounters that spark conversations.

Although communications and information flow, on average, improved in the new workplaces, the study found that design on its own cannot enable organizational change.



The Need for Change Management

2 In one project, for example, organizational analysis showed that two groups that were physically separated needed to work more closely together. The new workplace placed them next to each other, with lower partitions to provide high visibility and a central circulation route to increase the likelihood of encounter. However, social network analysis showed little change in the interactions between these two groups before and after the redesign of their workspace.

Subsequent discussions with the agency showed that the work practices and cultures of the two groups, which persisted after they moved into their new workplace, created continued obstacles to collaborative work.

The conclusion is that fundamental organizational or cultural issues in the workplace cannot be overcome by workplace design alone. It is critical to employ change management techniques, such as holding sessions to explain the intent of the design features and to guide occupants in fully utilizing the new workspace.

3 Improved Engagement

More than 80 percent of end-users said their new workspace increased their pride in the workplace, and more than 60 percent said it increased their pride in the organization, their sense of well-being, and their overall job satisfaction.

Many management scientists consider these measures to be indicative of employee engagement and their overall satisfaction with “organizational life.” People who are satisfied with their jobs are less likely to leave and more likely to show higher levels of organizational citizenship, for example, by helping others or by working harder to get tasks done. There is also growing evidence that employee

engagement, a characteristic measured by Gallup’s Q12 Survey, is a critical factor in an organization’s overall effectiveness.

Key design strategies that contribute to this sense of satisfaction reinforce the sense that the organization cares for the health, creativity, and productivity of its employees. Key design features include a range of amenities and settings conducive to new work styles, the quality of furnishings and finishes, and sustainable measures, such as good indoor air quality and access to daylight and views.



4

Improved Individual Work Effectiveness

The satisfaction survey showed improvements in several areas related to individual work:

- 59 percent said the new space is better for individual work effectiveness.
- 55 percent said the new space is better for personal productivity.
- 49 percent said the new space is better for concentration.

Between 10 and 30 percent of end-users rated the new workplace worse for each of these outcomes. The

remainder found the new workspace the same as the old one for their personal work effectiveness.

Key workplace design features associated with this measure of workplace effectiveness include the following:

- Lower partitions that reduce distraction by increasing personal courtesy. When colleagues are visible and present, people are more aware of the impact of loud conversations and other disruptions, and they lower their own voices.
- A range of settings that are easily accessible for informal conversations.
- Specific places for focused work, phone calls, and other personal or small group activities that need acoustical privacy.





5 Improved Workplace Satisfaction

High levels of workplace satisfaction and comfort are important not just as indicators of overall satisfaction, but also because workplace dissatisfaction and discomfort are often associated with performance problems. For instance, ambient workplace temperatures that are too warm can increase drowsiness and decrease focus. Lighting discomfort from glare can reduce the ability to work effectively on visual tasks and increase the likelihood of headaches or eyestrain. On the positive side, users with seated views of a window are more productive and more satisfied with the workplace than those without such a view.

In terms of satisfaction, the majority of end-users surveyed—72 percent across all 6 projects—found their new workplaces to be better than expected. Workplace satisfaction improved by almost 20 percent and building satisfaction by almost 30 percent. Interestingly, building

satisfaction was higher even in projects which did not involve moving to a new building.

In terms of comfort, a comparison of pre- and post-occupancy ratings for environmental conditions showed consistent improvement in satisfaction levels. Satisfaction levels for the building overall, air quality, and daylight within the workplace showed the biggest increases of 24 percent or more each.

As these findings suggest, all of the design strategies noted previously—from features that support personal and team creativity and productivity to sustainable measures that support health and well-being—contribute to a heightened sense of end-user satisfaction. The benefits of improved design—especially better access to daylight and views, improved overall ambient conditions, and more pleasing aesthetic conditions—had a positive overall effect on ratings of workplace satisfaction.

6

Acoustical Trade-Offs

Facilitating communication, information flow, and group work is a given for the contemporary federal workplace; indeed, the only goal that all six WorkPlace 20•20 projects shared was to increase collaboration and interaction. They successfully delivered on this goal, but at some expense of individual, focused work. This may be inevitable because collaborative activities generate noise distractions, and spontaneous encounters tend to occur in and around the individual workspaces.

The study identified the need to support both collaboration and focused individual work as a core dilemma of the modern workplace. Every modern organization does both, but each employs a different mix and emphasis. It is important to find the right balance for each organization and design the workspace to support that balance, as WorkPlace 20•20 aimed to do.

Pre-occupancy survey data for the projects showed high levels of dissatisfaction with acoustics in existing work settings. Many end-users expressed concern that a more open work environment, although conducive to collaboration, would make acoustic conditions

worse. In some cases, this proved to be true. Across the projects, acoustical satisfaction actually improved on some measures, but the improvements were modest—less than five percent. Despite mitigations through design to improve acoustical privacy, dissatisfaction remained high. Dissatisfaction with acoustical privacy in the new space was linked to a combination of factors, particularly physical construction issues and change management efforts that were not fully effective.

Minimizing distractions caused by interaction ultimately depends on employees changing their behavior. Since most of these distractions are a direct result of the behaviors that are intrinsic to knowledge work, part of the solution is to understand that the trade-offs are worthwhile. Change management can be particularly effective in reducing the disruptive impact of some features of an open office environment. Since end-users work individually and hold a variety of meetings, it is important to communicate how different settings in the new workplace can best help them accomplish these tasks. It should sensitize people to the need to hold meetings outside of the main workspace or to adjust their behavior when utilizing interaction spaces in an open plan office in order to avoid distracting colleagues.



The Role of the New Workplace in Decreasing Stress

Do improvements to the workplace decrease stress? Recent research suggests that stress at work is a major public health risk associated with cardiovascular health problems. Stress at work is also associated with decreased worker productivity, lower worker job satisfaction, and increased absenteeism and worker turnover. Physical workspace characteristics such as noise, lighting, and ventilation have also been linked to job satisfaction in office workers and are therefore implicated in the effects of work-related stress on health.

A research team that included GSA and the National Institute of Mental Health explored this question using the GSA PBS Regional Headquarters in Denver, Colorado as the test site. By monitoring end-users, the team found that the new Denver workspace caused less work-related stress than the old workspace it replaced. This is an important finding, as no previous research had established a link between the physical work environment and work-related stress based on real-time measurements of physiological stress indicators. Although both workspaces were within acceptable limits of safety and comfort, these findings suggest that differences in workspace quality can have a significant effect on health outcomes for end-users. These findings



were independent of the subjects' own reports of perceived stress, which suggests that a poor quality workspace may cause some of the underlying physiological factors associated with increased work stress without the subjects being consciously aware of it.

The salient improvements in the new Denver workspace include lighting, ventilation, air quality, and access to daylight and views.

Recommendations for the Federal Workplace

An Integrated Approach to Workplace Design

The findings from the WorkPlace 20•20 Projects Evaluation Study, lead to the recommendation of taking an integrated approach to designing federal workplaces. This means moving beyond the basic square foot per person calculation and integrating spatial, behavioral, and technical factors in workspace design and space allocation. Such an approach can go a long way in resolving the collaboration/concentration dilemma. Design strategies that are part of an integrated approach include the following:

1 An effective workspace supports both collaboration and individual work with the right balance of different types of space for the occupying organization. Space allocation should reflect the impact of mobility and the need for interactions of every type, from informal socializing to formal, scheduled meetings.

2 The culture of an organization and its subgroups can facilitate or impede adaptation of a workplace. The study found that the broad engagement of employees in developing criteria for a new workplace design through town halls, focus groups, and surveys conducted as part of the WorkPlace 20•20 process greatly enhanced employees' willingness to suspend resistance to change, promoted enhanced flexibility, and supported a willingness to adopt new work practices and behaviors.

3 Increased internal mobility means end-users need to be able to move quickly to new spaces for privacy or concentration. The study found that wireless connectivity and good acoustical performance are essential to resolving the collaboration/concentration dilemma successfully. In less successful designs, these solutions were either ignored or considered late in the design process. As a result, employees stayed tethered to their desks, despite having laptop computers and private meeting or focus rooms available.

4 The workplace design should support how people work today. In addition to designing to directly support individual and group productivity, increased environmental awareness demands that we design to indirectly support work. This means creating a healthy and sustainable work environment to improve employee engagement and well-being.

WorkPlace 20•20 was created to develop tools and methodology to guide the design of space that supports contemporary work. Pilot projects, such as those whose post occupancy results are presented here, have served as the catalyst for a follow-on activity—GSA’s Workspace Delivery Program, which aims to transfer WorkPlace 20•20 tools and methods to GSA associates nationally, while continuing to offer selected consultant driven workspace engagements to our customers.

The goal is to firmly establish this more inclusive and accurate approach to project initiation and requirements development, and to ensure that it becomes the GSA way to develop clients’ workplace requirements. For more information on how GSA’s Workspace Delivery Program can help your agency create a workplace to foster a superior workforce, please contact www.gsa.gov/workplacesolutions.



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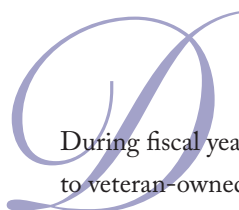
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Workforce Excellence: Creating Opportunities for Veterans



At the U.S. General Services Administration, we honor the service and the sacrifice of our veterans. Our veterans are returning home with the skills and knowledge that make them valuable members of the American workforce. GSA brings the remarkable skills of veteran-owned small businesses into government to better serve the American people.



During fiscal year 2011, GSA awarded over \$185 million to veteran-owned small businesses, and over \$91 million went to veteran-owned small business owners with service-related disabilities. These contracts went to firms that are bringing the services and expertise of the private sector into government operations.

Recently, GSA awarded a \$34 million contract to Arcanum Group Inc., a small business owned and operated by a service-disabled veteran in Denver, Colorado. Arcanum will be helping GSA with a variety of technical, administrative, and procurement support functions. David Walters, the President of Arcanum Group Inc., said that the contract will allow his company to double its workforce, and many of these jobs will go to veterans. David has instituted a “Hire Vets First” policy, which recognizes the talent of America’s veterans and offers them priority employment.

GSA has also been reaching out to veterans through our Mentor-Protégé Program, which helps small businesses compete for federal contracting opportunities by pairing small businesses with established businesses. We have 45 veteran owned small business protégés enrolled in the

program, which accounts for more than half of all of the protégés enrolled in the program. We have seen significant opportunities awarded to veterans through this program and participants have added 132 new jobs as a result.

Over a million veterans are expected to return from Iraq and Afghanistan over the next five years, and we have an obligation to ensure that our veterans are able to succeed in a civilian workforce. That is why the President’s jobs plan includes the Wounded Warrior Tax Credit and a Returning Heroes Tax Credit, which provide incentives to businesses that hire veterans. The Obama Administration is providing ways to increase opportunities for veterans, and GSA is helping in this push through our contracts and procurements.


As the men and women that have served our country return home, GSA is committed to making as many opportunities available to veteran-owned small businesses as possible. We will continue to follow the President’s lead in ensuring that we serve our veterans as well as they have served us.

MOBIS Schedule Update

OMB Issues New Policy on Inherently Governmental

On September 12th, 2011 the Office of Federal Procurement Policy published Policy Letter 11-01, Performance of Inherently Governmental and Critical Functions (FR Doc 2011-23165). This policy letter provides guidance to federal agencies in addressing the performance of inherently governmental and critical functions.





The policy letter is intended to assist agencies in the determination of inherently governmental work – and work that is **closely associated with inherently governmental**. Some of the functions identified as closely associated with inherently governmental services are acquisition support services. These services can be performed by contractors, but with the cautious consideration. Specifically, the policy letter identifies the following functions as being closely associated with inherently governmental services:

- Acquisition Planning, such as market research, developing government cost estimates, and drafting statements of work.
- Source Selection, such as preparing technical evaluations, serving as a technical advisor to a source selection board and drafting price negotiations memoranda.
- Contract Management, such as assisting in the evaluation of a contractor's performance and providing support for assessing contract claims and preparing termination settlement documents.

All of these functions are currently available on the **Mission Oriented Business Integrated (MOBIS) Schedule 874**, under Special Item Number 6 – “Acquisition Management Support.” There are currently over 300 contractors on Schedule 874 who can perform these various functions. With such a vast pool of contract support available, it is more important than ever for GSA to remind all government contracting officials who procure these services from the GSA MOBIS Schedule to exercise caution and care to abide by the OMB policy.

Fortunately, OMB not only listed functions that have the potential of becoming inherently governmental, but they provide specific steps agencies can take to avoid this possibility, including:

- Take special care to retain sufficient management oversight over how contractors are used to provide acquisition support services.
- Ensure that federal employees have the technical skills and expertise needed to maintain control of the agency mission and operations.
- Take steps to employ and train an adequate number of government personnel to administer contracts, and manage and oversee contractor performance.
- Ensure that government officials are performing adequate oversight of contractors performing acquisition support services.
- Make clear to other government organizations or to the public when citizens are receiving services from contractors rather than federal employees.

GSA is committed to the proper use of our contracting vehicles. To assist our customers, we have issued specific ordering instructions for Acquisition Support Services and have updated the guidance to address the guidance that OFFP provided in Policy Letter 11-01. Please visit www.GSA.gov/MOBIS and look for supplemental information on links shown on the left side of the page. We also welcome your feedback, questions, and concerns. Feel free to contact Tam Lindsley at (253) 931-7627 or tam.lindsley@gsa.gov.



FedRooms®

What is FedRooms?

FedRooms is a GSA program that provides hotel rooms for federal government travelers while on official business. It's one of GSA's governmentwide solutions that enable customers to manage their travel efficiently and effectively while accomplishing their missions.

*F*edRooms® leverages the government buying power to offer safe, economical, and compliant hotel lodging at per diem or better rates at hotels globally. Nearly 12,000 properties now offer the FedRooms rate. The FedRooms rate includes no early check-out fees or hidden fees.

What are the benefits to federal agencies?

By encouraging the use of FedRooms properties and rates, agencies can ensure Federal Travel Regulation compliance and reduce their travel spending while still meeting their missions. One customer commented, "I found a room on FedRooms in Salt Lake City for \$65 per night, while per diem is \$102! That's a great deal, and saves \$148 over a week of training."

How can travel managers make it happen?

- Send an email to agency federal travelers encouraging them to:
- Book FedRooms hotels via their agency's E-Gov Travel Solution
- Use the www.fedrooms.com link to make reservations, or
- Ask for the FedRooms rate when they call in a reservation to their selected property
- Schedule time with a GSA Center for Travel Management team member to learn more via travel.programs@gsa.gov.

For more information about the FedRooms program go to www.fedrooms.com.



The AbilityOne Workforce

Quality Work Environment

The Committee for Purchase From People Who Are Blind or Severely Disabled, which operates as the U.S. AbilityOne Commission™, has a vision of ensuring people who are blind or have significant disabilities enjoy productive and meaningful careers. The Commission's efforts gained momentum in 2009 when it launched the Quality Work Environment (QWE) best practices initiative. QWE is a collaborative effort to assist all AbilityOne nonprofit agencies in sharing best practices to enhance the work environment and enable employees to achieve their maximum employment potential.



Presidentially-appointed members Paul Laird (left) and Bill Sisk (right) represent the Department of Justice and the General Services Administration, respectively.



AbilityOne employee Julius Powell, Lakeview Center, Pensacola, Florida

“This initiative is about people. It’s about ensuring AbilityOne employees have the opportunity to realize their career dreams and full career potential. QWE will help us identify and promote ‘state-of-the-art’ best practices to make work environments better for all AbilityOne employees who are blind or have other significant disabilities,” explained James H. Omvig, former Vice Chairperson of the Commission.

At the core of the initiative are three guiding principles, which broadly state AbilityOne employees should be provided competitive wages, ongoing training, and a clear career path. These principles serve as a framework for the

development of best practice standards for the more than 600 nonprofit agencies across the nation participating in the AbilityOne Program. More specifically, the guiding principles state that AbilityOne employees will be provided:

1. Opportunities to do the work of their choice with appropriate support and/or workplace flexibilities, alongside employees without disabilities where all employees receive competitive wages and benefits, either with their current employer or other community-based businesses
2. Ongoing training opportunities that make employment with other community-based businesses possible, by teaching job and social skills, as well as by promoting the employee’s leadership and management potential
3. A clear path for career advancement opportunities, which details what opportunities are available and the steps the employee must accomplish to achieve promotion in a reasonable time period

These major principles were developed by the AbilityOne Program’s Subcommittee on Employee and Customer Satisfaction, whose membership included Chairman Neil Romano, then-Assistant Secretary of the Department of Labor’s Office of Disability Employment Policy; then-Commission Vice Chairperson James Omvig; and the Commission’s then-representative from the Department of the Air Force, Kathleen James.

QWE Steering Group Sets the Foundation for Success

A QWE Steering Group was formed to develop and implement the processes required to advance the QWE initiative. The Steering Group was comprised of over 40 representatives from AbilityOne-participating nonprofit agencies. In addition, there were a number of subject matter experts from the disability employment field. The Steering Group was led by the CEOs of two nonprofit agencies. The Group's chair is John Miller, CEO of Goodwill Industries of Southeastern Wisconsin of Milwaukee, WI; and the co-chair is currently Robin Usalis, CEO of Clovernook Center for the Blind and Visually Impaired of Cincinnati, Ohio.

The Steering Group's roles and responsibilities included:

- Researching, identifying, and adopting best practices to implement the guiding principles for AbilityOne employment

- Researching methods to bolster workforce productivity and wage rates
- Recommending ways to leverage customized employment and training to promote achievement of the guiding principles
- Identifying systems and resources to assist nonprofit agencies that are at various stages of implementing QWE plans

Commenting on the group's work, then-Commission Chairperson Andrew D. Houghton remarked, "the Subcommittee as well as the QWE Steering Group has initiated a collaborative process that will lead us in a new and innovative direction – one that will open the doors of opportunity wider for all Americans who are blind or have other severe disabilities."



Commission members visit Winston-Salem Industries for the Blind employees who make outfits to support the U.S. military.

Enhancing Employment Practices

NIB and NISH are the two central nonprofit agencies (CNAs) designated by the Commission and are working with their respective nonprofit agencies to implement QWE. Several NIB and NISH associated agencies are reaping the benefits of implementation of Quality Work Environment initiatives that boost productivity and enhance job opportunities.

QWE's continual improvement process helps associated agencies adopt employment practices that provide opportunities for employees who are blind or have a significant disability to attain the highest possible earnings, advance into positions that maximize ability and if desired, achieve outplacement into other community-based employment.

Initial Results from Early Adopters

Over the past year and a half, nonprofit agencies have jumped on board as part of NIB and NISH's proof-of-concept testing. These agencies credit the QWE process with improving agency communication, increasing employee engagement, making facilities more accessible for employees who are blind or have a significant disability, and providing opportunities for training and skill development for upward mobility. Many of the agencies formed employee-led Employment Practices Implementation Committee (EPIC) teams to administer their QWE action plans. The majority of EPIC team members at NIB are blind or have a visual impairment and represent all levels of an agency. They work with each action-item champion to monitor and report progress on the action item until completion. This approach facilitates all levels of an agency working together to make lasting improvements. Each agency's QWE implementation process provides employees with engagement and professional development opportunities.



AbilityOne employee Amy Butterfield, material handler at Arizona Industries for the Blind in Phoenix

The results are positive. Agencies are embracing QWE and launching activities ranging from job shadowing, cross-training, internal job posting procedures, and individual career planning, to improved communications tools and regular production, and all-hands meetings. Some agencies have made accessibility improvements at individual workstations and throughout their facilities.

Other new developments as a result of QWE include improved employee orientation; recognition and benefit programs; development of core values; community volunteerism opportunities during the work day; and flexible work options.



AbilityOne employee Michele LaComb works in light manufacturing at Association for Vision Rehabilitation and Employment (AVRE), Binghamton, New York

As one of NIB's associated agency executives, Shelly Taylor, president and CEO, Louisiana Association for the Blind (LAB) in Shreveport, noted: "Implementing the QWE program at LAB immediately started an ongoing transformation of our agency's culture. We saw a positive shift in employee attitudes, accountability and participation almost immediately. Everyone feels a greater sense of ownership in our organization."

Encouraging Upward Mobility

In a three-month period, approximately 100 employees who are blind at Alabama Industries for the Blind in Talladega participated in a job shadowing program to gain exposure to agency functions not part of their current role. One-third of that group is enrolled in adult education courses to increase skills and position themselves for upward mobility inside and outside the agency.

At Association for Vision Rehabilitation and Employment (AVRE) in Binghamton, New York, manufacturing employee Michele LaComb shadowed Joyce Bucci in the development and communications department. LaComb was motivated to learn how things work not only in manufacturing, but throughout the business.

LaComb said the opportunity provided "an idea of other skills I need to acquire and those I need to improve upon." She is currently working on personal career development with Colleen Ciarletta, AVRE's employment specialist, and has scheduled a day to shadow her, too.

Improved Communications, Accessibility

LAB implemented a recorded phone system for employees to dial in and listen to news about internal job postings and agency information. This is an accessible communications tool for people who are blind, replacing the practice of posting employee announcements on bulletin boards. The system is operated by an employee who has a visual impairment and records the updates weekly.

Every Monday morning, employees at San Antonio Lighthouse for the Blind (SALB) in Texas hear a lively, bi-lingual audio news broadcast on topics ranging from weather, sports, birthdays, and the cafeteria menu, to job vacancies, upcoming events, and the "song of the week." "The QWE initiative has reinforced and expanded our basic goal of wanting every single employee to look forward to coming to work," said SALB CEO Mike Gilliam. "QWE is all about inclusion and enlisting everyone's input to make the workplace not feel like a workplace. It's everyone's 'house'."

Facility improvements such as more accessible restrooms, sidewalks with stone edging, a walking track and outdoor barbecue grill area, talking microwaves, improved exterior lighting, and even a state-of-the-art audible pedestrian signal in front of the main building have contributed to the ongoing "best place to work" goal of SALB.



Phil Bertram, production supervisor at Cloverbrook Center for the Blind and Visually Impaired, Cincinnati, Ohio

Greater Employee Engagement

Some agencies are inviting employees to participate in job enrichment activities, such as writing for employee newsletters and mentoring their peers. At Cloverbrook Center for the Blind and Visually Impaired in Cincinnati, Ohio, employees who are blind serve as “Employee Ambassador” tour guides to show visitors through the agency’s facilities and describe how the business works. For many visitors, the interaction with their tour guide is the first personal interaction with a person who is blind or has a visual impairment. It’s another way agencies are demonstrating workforce capabilities.

The 10-member EPIC team at Bosma Enterprises in Indianapolis, Indiana, representing several departments, examined a series of 70 benchmarks developed during the QWE process against which agencies could measure

QWE progress. From these standards, each agency scores itself on a scale of one to five. “We don’t want to settle for a four in anything, we want to be a five,” says Brian Petraits, co-chair of the Bosma committee.

The Bosma team implemented a strategic plan to ensure each goal exceeds expectations. The committee enlisted the help of 15 employee “champions” who monitor a smaller set of benchmarks and provide ground-level observations as they monitor progress until the action item is completed.

Employment practices that involve employee input and participation create an expectation of employee engagement and responsibility.

AbilityOne nonprofit agencies report their employees are happier and more productive since implementing QWE practices and getting everyone to think about process improvement.



Robert Morris, production employee at Cincinnati Association for the Blind and Visually Impaired, Cincinnati, Ohio



Keisha Wright, Lakeview Center, Pensacola, Florida

An NPA's Journey

Lakeview Center, located in Pensacola, Florida, is a major provider of behavioral health services. Lakeview's employment division is Gulf Coast Enterprises (GCE), which is a part of the AbilityOne Program. As industry migrated from Pensacola in the 1990s and job development and placement for individuals with disabilities became more challenging, Lakeview decided to enter the job creation business with the goal of becoming the employer of choice for people with disabilities. Today, Lakeview has more than 1,000 employees with disabilities in nine states and the District of Columbia. These individuals provide total facilities management, janitorial, and food services to government agencies.

Further supporting their commitment to the employment of people with disabilities, Lakeview decided to participate in the QWE initiative. The agency established a 13-member QWE team with what most would consider a unique and inclusive composition of program managers, human resources managers, and front line staff. The inclusion of front line staff, which includes people with disabilities, speaks volumes about Lakeview's culture and the value the organization places on the input of its employees with disabilities. Lakeview leadership commented, "QWE is not something in which we are engaged because it is popular among other organizations. Rather, it is consistent with our purpose and is the right thing to do for and with our people."

The QWE team at Lakeview brings a high level of energy and commitment to their mission. Each of the members has his or her own unique perspective of Lakeview and the team. The team represents employees with one to 19 years of service. None of the team members have any formal training in disability employment or related fields, which may be a key ingredient to the team's success and the organization's leadership. These employees have not learned about diagnostic labels and the negative self-fulfilling prophecies inherent in the field.

Conducting a self-assessment is the first step in implementing the QWE process. Lakeview's QWE team identified several areas in need of improvement and



formalized those as goals in their QWE Strategic Action Plan (SAP). The SAP is a high-level summary of the key actions an agency plans to implement to improve the quality of the work environment for employees who are blind or have severe disabilities. Lakeview's SAP consists of four goals that center around reinventing itself as a rehabilitation provider in addition to an employment provider. Their goals include:

- Creating and maintaining multiple career ladders for leadership and technical positions;
- Offering all levels of leadership, management, and supervision a standardized approach to training about empowering people with disabilities;
- Enhancing inclusion and making employees with disabilities active participants in the decision-making process, the division of responsibilities and process improvement; and
- Creating a policy and procedure for flexible work options.

After formalizing the goals, Lakeview explored implementation. To fully implement its career ladder goal, Lakeview recognized that its staff will need further

training in person-centered planning, behavioral health, and assistive technology.

Georgianna Grand, an employee with a disability, applauds the goal to create and maintain multiple career ladders. A person with a chronic history of unemployment due to mental health barriers, Grand has worked in food service at Lakeview for over three years and is a member of the QWE core team. Describing herself as the “low man on the totem pole,” Grand has a desire to become a supervisor and the goals may provide her that opportunity. Implementation of the career ladder goal includes re-evaluations of job descriptions by managers to identify necessary skills and knowledge training opportunities.

Lakeview's second goal focuses on training supervisors to empower their employees with disabilities. Supervisors now receive training on how to bring the best out of their staff and incorporate those traits in a career plan. Supervisors are held accountable for taking ownership of employee person-centered career development plans through performance assessments and fiscal incentives. Employees that successfully complete training will be eligible for advancement.



David “Brooklyn” McClain helps outfit the U.S. military, Winston-Salem Industries for the Blind



*AbilityOne employee Karen Cowan,
Lakeview Center, Pensacola, Florida*

Empowering employees with disabilities is a practice familiar to Lakeview but because of implementing QWE the process is now formalized. For example, Lakeview's custodian services project manager, Karen Cowan, did not start at the top. A former stay-at-home mom of three who struggled with depression, she began her employment at Lakeview as a general custodian, working three days per week. Now that she is a supervisor, she enjoys seeing more employees become self-sufficient, like her, and believes having a vocational empowerment goal in the SAP will encourage this even further.

Workplace inclusion is more than employees with and without disabilities working side-by-side. Inclusion can also mean providing the employee with accommodations so they are able to do a job they could not do otherwise which might eliminate their inclusion. For example, Lakeview utilized AbilityOne rehabilitation engineers from NISH who made enhancements to the machine control system of a ride-on floor scrubber. NISH

engineers installed joystick controls that provided an employee who uses an electric wheel chair the opportunity to use the modified machine. With the training provided by the engineers, the employee mastered the machine in two days, affording him his first job, which he retains to this day.

The final Lakeview goal is to write a telecommuting policy and procedure. The purpose of the telecommuting policy will be to offer flexible work options to employees with disabilities who may have difficulty commuting to job sites. The policy will consider scale issues depending on size of the contract and find opportunities for people to work elsewhere if it meets the employee's needs. The Lakeview QWE team has high expectations for their employees and believes that they make a difference every day. Each member of the team realizes much needs to be done in the years ahead to achieve the goals of the QWE Strategic Action Plan. All are aware of and acknowledge the challenges, but look forward to the opportunity to improve the employment outcomes for employees with disabilities either at Lakeview or in newly developed jobs with supports in the community. The team believes Lakeview will be successful because senior leadership and staff see QWE within a larger context of continuous quality improvement and not as an end unto itself.

For more information on the Quality Work Environment Initiative, visit the AbilityOne Program's Web site at www.abilityone.gov/abilityone_program/qwe.html, NIB's Web site at www.NIB.org, or NISH's Institute for Economic Empowerment's Web site at www.instituteforempowerment.org.



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Created with pride by Americans who are Blind or have other Severe Disabilities™

William Sisk, Assistant Commissioner, GSA

Sworn-In as Newest Member of U.S. AbilityOne Commission™

By Stephanie Lesko

On October 6, 2011, William (Bill) Sisk, Assistant Commissioner in the Office of General Supplies and Services for the Federal Acquisition Service of the General Services Administration (GSA), was sworn-in as the newest member of the Committee for Purchase From People Who Are Blind or Severely Disabled, which operates as the U.S. AbilityOne Commission™. Sisk was appointed by President Barack H. Obama.



Chairperson Tony Poleo administers the oath of office to Bill Sisk.

I “I welcome Bill Sisk to the Commission, and I am confident that he will do well in his position,” said Chairperson J. Anthony Poleo. “His knowledge of Federal procurement will be an asset to the AbilityOne™ Program, and I look forward to working with him in the months and years ahead.”

The Commission administers the AbilityOne Program under the auspices of the Javits-Wagner-O’Day Act, a public law that directs the federal government to purchase certain products and services furnished by nonprofit agencies employing individuals who are blind or have other significant disabilities. The AbilityOne Program is the single largest employment source for Americans with disabilities, providing 50,000 job opportunities nationwide in FY2011 alone. At the same time, the AbilityOne Program delivers quality product and service solutions to federal customers and is an important part of the U.S. military industrial base.

Sisk has more than 20 years of experience at GSA. As Assistant Commissioner in the Office of General Supplies and Services for the Federal Acquisition Service, Sisk leads GSA’s acquisition of a wide range of commodities and services used by federal agencies. In this position since June 2011, he is responsible for the diverse business line programs of Global Supply Operations, Acquisition Operations, and Personal Property Management. He is also responsible for the FAS Emergency Management function that is focused on solutions to federal government’s disaster response capabilities. Sisk leads an organization of over 1,200 government employees and contractors with \$23 billion in annual business volume. Prior to his current position, in 2007 Sisk was the Regional Commissioner for the Federal Acquisition Service where he represented GSA’s Assisted Acquisition Services, Fleet Management, Network Services, Personal Property, and the Customer Accounts and Research Division.

The swearing-in ceremony was held at the Commission bi-monthly meeting in New Orleans, LA.



Bill Sisk, Assistant Commissioner, GSA

The AbilityOne Program is the largest source of employment for people who are blind or have other severe disabilities in the United States. More than 600 nonprofit organizations employ these individuals and provide quality goods and services to the federal government at a fair market price. The AbilityOne Program is administered by the Committee for Purchase From People Who Are Blind or Severely Disabled, an independent federal agency which operates as the U.S. AbilityOne Commission, with assistance from National Industries for the Blind (NIB), and NISH-Creating Employment Opportunities for People with Significant Disabilities. The Commission determines which products and services purchased by the federal government must be procured from AbilityOne-participating nonprofit agencies; and it establishes the fair market prices for these products and services as well as subsequent revisions as needed. In assisting the federal government in expanding its AbilityOne procurement, the Commission has designated more than 400 authorized distributors. Fifteen Presidential appointees, 11 representing federal agencies and four serving as private citizens who are knowledgeable about the obstacles to employment faced by people who are blind or have other severe disabilities, oversee the program. For more information, please visit www.abilityone.gov.



GSA Personal Property Management

Bringing Value to Customers

With today's growing financial constraints, Federal agencies can stretch their dollars by using GSA's Personal Property Management Program (PPM), and can also support their obligations to "green" their programs.

GSA's Personal Property Management program provides federal agencies with solutions to facilitate the comprehensive management, transfer and sale of excess, surplus and exchange/sale personal property. Government regulations mandate that federal agencies use excess personal property as the first source of supply in meeting their requirements (Federal Management Regulation, 41 CFR 102-36 and Federal Acquisition Regulation, 48 CFR 8.102).

The federal government is also committed to minimizing the pollution stream by making the most of resources, setting an example for environmental and fiscal responsibility. This saves hundreds of millions of taxpayer dollars each year.

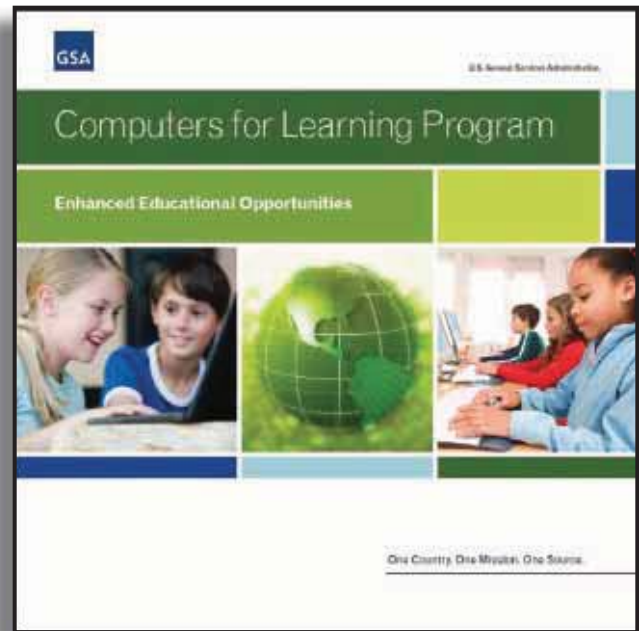
PPM is one of GSA's Strategic Sources to consider when acquiring and/or donating personal property.

Personal Property Management Principles

- Maximize the return on your investment
- Manage the inventory effectively
- Minimize the cost of your management systems
- Make excess the first source of supply
- Maximize reuse
- Meet national disposition objectives
- Enhance recycling and energy conservation efforts
- Ensure property managers are well trained

Reuse is Recycling – Computers for Learning

Education is a national priority and every child should be educated to his or her full potential. Computers have become an essential tool in an educational system that does not always have the resources necessary to acquire equipment that requires such a significant investment. But through the Computers for Learning Program, schoolchildren across the nation have the opportunity to access computers via donation of excess property by government agencies.



PPM's Computers for Learning Program implements Executive Order 12999, which directs federal agencies to give "highest preference to schools and nonprofit organizations in the transfer of educationally useful federal equipment." With your help, the federal government can keep potentially harmful electronic waste out of landfills – and place computer equipment where it does the most good: in education. It's a win-win situation.

The CFL program allows government agencies to transfer excess educationally useful computer equipment to schools and educational nonprofit organizations, giving special consideration to those with the greatest need. The CFL Web site developed by GSA facilitates these transfers. The Web site enables schools and educational nonprofit organizations to view computers and peripheral equipment reported by federal agencies. Eligible recipients can customize searches on the CFL Web site, select and request items through a "checkout" process. Use of the CFL Web site requires registration to validate basic eligibility requirements. Final eligibility determinations of the potential recipient and allocation of the property are done by the federal agency that holds the property.

Who is eligible to receive computer equipment through the CFL program?

Schools and educational nonprofit organizations located in the United States, the U.S. Virgin Islands, American Samoa, Guam, the Commonwealth of Puerto Rico, or the Commonwealth of the Northern Mariana Islands, can receive computer equipment through the CFL program.

A school is eligible to participate if it is a public, private or parochial school serving some portion of the pre-kindergarten through grade 12 population. Day care centers must provide a state approved preschool curriculum in order to participate.

An educational nonprofit organization must have a 501(c) Tax ID and meet the educational institution criteria specified under Title 40 USC such as certification and license requirements. Recipients of computers and other

educationally useful federal equipment must make their own arrangements for transportation and pickup of the property, including payment for such, and gain title to the property upon receipt.

For more information

www.gsa.gov/computersforlearning.

Federal Surplus Personal Property Donation

Federal government agencies use millions of dollars in supplies, equipment, and vehicles to accomplish their missions. Every year, a portion of this property is no longer required for individual missions and must be disposed of by agencies. The disposition of this excess property is managed by GSA through the Federal Surplus Personal Property Donation Program.



When certain items are no longer required by the federal government, the items are declared surplus by GSA and made available for transfer to State Agencies for Surplus Property (SASPs). In accordance with the law, SASPs have been established by each state to distribute Federal Surplus Property to eligible state and local governments and nonprofit recipients called donees. Competing SASP requests for surplus are allocated by GSA based upon a set of predetermined criteria. The SASPs receive applications and determine the eligibility status of the donees based on eligibility requirements established by congressional statutes and implementing regulations developed by GSA. SASPs also provide procedures for donees to follow in acquiring federal surplus property, and enforce the conditions and use restrictions placed on the property. Most SASPs operate on a self-sustaining basis and may require recipients to pay a service charge to cover handling, transportation and administrative expenses.

State and local governments may also receive donations of surplus property certified by the Federal Aviation Administration (FAA) as desirable or necessary for public airport use. FAA establishes the eligibility requirements for public airports and makes eligibility determinations.

Requests for surplus property for public airport use, like requests from SASPs for use by donees, must be approved by GSA. Surplus personal property includes all types and categories of property, with the exception of land or other real property, certain naval vessels, and records of the federal government. Examples of available property include:

- Hand and machine tools
- Office machines and supplies
- Furniture
- Appliances
- Medical supplies
- Hardware
- Clothing
- Motor vehicles
- Boats
- Airplanes
- Construction equipment
- Textiles
- Communications equipment\
- Electronic equipment

For more information www.gsa.gov/propertydonations.



Recycling - Exemplified

The Madison Rural Fire Department requested and received a surplus Humvee from GSA. The department was looking to acquire a vehicle to convert to a grass/brush rig to replace an aging 4-wheel drive pickup. Jerry Johnson, Fire Chief of the Madison Fire Department, describes the 18-month process and comments on its success.

Several months went by as we planned and talked about and replanned just how this Humvee should look when it was done and ready to be a fire rig. It made a trip to the welding shop for body modifications. It was decided that we did not need a 4-passenger rig, so there was a wall built between the front and back seats, the area where the rear seats were would be used as compartments for storage of fire fighting tools. We would use the rear doors as access to these compartments. Most of the rear portion of the top was removed. It then went to a fire equipment manufacturer and we had a skid mount, water tank pump unit built to fit the Humvee bed. These modifications took about six months to complete.

A local custom car shop donated the labor for a paint job, and a local auto parts supplier furnished bright red paint. The department replaced the existing seats with aftermarket fire truck seats, replaced the military version tires and wheels, and added a light bar and warning lights. An aluminum cover was built to cover the tank/pump unit and was then shipped off to the paint shop for its makeover. When the truck was returned, the hood was missing.

The guys at the paint shop said that the hood was not quite done yet; it would be done the next day. The hood arrived the next day and it was well worth the wait. Base coated red, the hood now had white and blue flames on it, with stars in the flames, a true work of art, and very fittingly patriotic.

After 18 months, the new retrofitted Humvee was activated as a fire truck. The truck is a front line first response vehicle and serves its purpose very well responding to all rural fires and motor vehicle accidents.

It turns heads wherever it goes. Our community recognizes it and community people always ask about it. We have kids visit our fire station from time to time; they always ask to see the Hummer. The kids identify it as an [A]rmy truck, and we explain to them that it used to be, and now it's fighting fires. Thanks to the work of some very dedicated individuals, countless hours were spent in the transformation from military Humvee to fire truck, and it is something that we as firefighters and our community are quite proud of.

The experience of Jerry Johnson and the Madison Rural Fire Department illustrates the value placed by donees in GSA's Federal Surplus Personal Property Donation Program. It also typifies how donees acquire and modify surplus property at relatively little expense and realize huge savings in accomplishing a particular need – in this case – fighting wild fires.



Helpful eTools

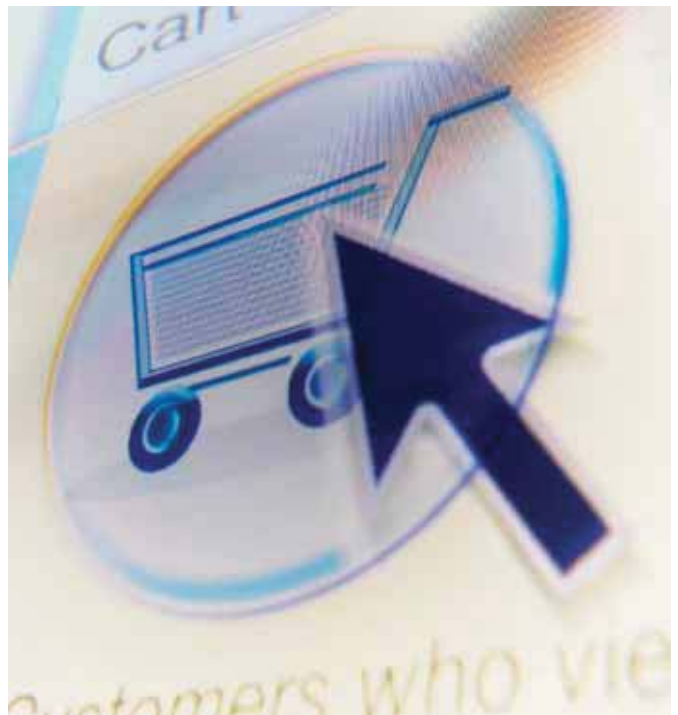
GSAXcess® is a totally Web-enabled platform containing the complete inventory of federal surplus property available for transfer. Use it to report, search and select property. For more details, visit www.gsaxcess.gov.

Agency Asset Management System (AAMS) provides agencies with a complete internal property screening process with the added advantage that it feeds directly into Federal screening in GSAXcess® when internal screening is completed. This simplifies and improves the internal screening of excess property, reducing paperwork, eliminating duplicate data-entry, and increases federal agency reutilization.

Energy Asset Disposal System (EADS) is the Department of Energy's name for its version of AAMS. In developing EADS, GSA and the Department of Energy (DOE) customized AAMS for internal screening for DOE. EADS provides internal screening for authorized DOE users, allowing them to report, select and transfer personal property exclusively within DOE. For more details, visit www.gsa.gov/eads.

GSA AuctionsSM provides the general public the opportunity to register and participate in completely Web-enabled auctions on an array of federal surplus property (further recycling tax dollars). The auctions allow for bidding on single or multiple items within specified timeframes. Learn more at www.gsaauctions.gov.

MySales is a Web site that lets federal agencies modify and maintain the status of surplus and exchange/sale property they reported to GSA to sell. MySales has two user screens so custodians and property managers can (1) check on the status of their property transitioned into the GSA Sales Program and (2) withdraw property no longer available for sale (due to destruction/ breakage, theft, misplacement, or transfer or donation request). For more information, visit mysales.fas.gsa.gov.



Property's Carbon Footprint Savings Calculator

GSA's Personal Property Management's Carbon Footprint Savings Calculator was launched on Earth Day, April 22, 2011. The calculator is a tool for measuring carbon savings attributable to acquiring property for reuse. The calculator documents the global warming reduction benefits that come with reuse. The tool provides carbon savings in terms of 23 different equivalencies such as "Gallons of Gasoline Used" and "BOS-DC Round Trips".

The tool is visible in each of PPMs reuse applications:

- GSAXcess® at www.gsaxcess.gov,
- GSA Auctions at www.gsaauctions.gov,
- Computers for Learning at www.computersforlearning.gov,
- and the Agency Asset Management System accessed through a link in the GSAXcess® home page.

Documentation of global warming reduction benefits will:

- Quantify the environmental value of reuse
- Encourage federal and state agencies and the general public to turn to reuse as a preferred, environmentally-friendly solution to the disposal of federal assets at the end of life
- Measure the degree to which federal and state agencies and the general public achieve global warming benefits through reuse



Regional Seminars



Let GSA Be Your Guide! GSA's local informational seminars for federal employees and military personnel can answer all of your questions about the wide range of products and services offered by GSA, including supply programs, GSA's Personal Property, Fleet Management, and Travel and Transportation programs, as well as environmental solutions and AbilityOne. Contracting Officers (COs) who wish to award and administer orders against the GSA GWAC contracts must receive training and be granted a Delegation of Procurement Authority (DPA). A DPA will only be granted to warranted COs; however, others involved in the acquisition process are encouraged to participate in the training. The purpose of a DPA is to ensure that the roles and responsibilities between the GSA Contracting Officer (GSA CO) and the Ordering Contracting Officer (OCO) are clearly established, and to comply with the Office of Management and Budget's (OMB) Executive Agent designation to GSA. Delegations are required by GSA's Quality Assurance Plan in accordance with the OMB guidelines.

Seminars are free; however, lodging and transportation, if required, are the attending agency's responsibility. For seminar details and online registration, go to our Web site at www.gsa.gov/events, or contact your local representative at one of the numbers listed on the following page.

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Worldwide Travel and Transportation Training

FY 2012



**FEDERAL TRAVEL REGULATION ONLINE
TRAINING NOW AVAILABLE!**

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Take advantage of all the specialized training available to you from the GSA Professional Development and Training Section. In addition to attending our scheduled courses detailed inside, you also have the option of arranging to have us hold any class listed in this catalog for your group – at the site of your choice! Students may come from your own organization, or you may consolidate with other federal, state or local government agencies to fill a class. We'll also customize any course for your organization or develop a new course to meet your unique needs.

To discuss “Group Specials” and customized courses, special services and rates, please call the GSA Professional Development and Training Section at (703) 605-0555 or email travel.training@gsa.gov.



HOW TO REGISTER

Fill out a completed registration form (available on our Web site at www.gsa.gov/traveltraining) and send via:

Fax – (703) 605-2188

Email – travel.training@gsa.gov

For a complete course listing, please visit www.gsa.gov/traveltraining. If you have additional questions, contact us at (703) 605-0555 or travel.training@gsa.gov.

Special Needs

Employees with special needs who are attending training, please call the GSA Professional Development and Training Section at (703) 605-0555 or email travel.training@gsa.gov to discuss special arrangements.

Adverse Weather and Government Closure

The GSA Professional Development and Training Section reserves the right to cancel any training session that may be affected by adverse weather, federal emergency or government-related closure. Training will be postponed and rescheduled at a later date. GSA will not be responsible for any additional travel expenses incurred by the student or his/her agency due to adverse weather, federal emergency or government-related closure. If the federal government issues a delayed opening schedule, classes will begin at their regularly scheduled start times.

Dress Code

When attending GSA Travel and Transportation Training, the dress code is business casual for both civilian and uniform attendees.

LECTURE COURSES

Travel Fundamentals

Course Number: 1700

Created by popular demand! Formerly the Travel Basic and Advanced Travel Basic courses, Travel Fundamentals combines two of our most popular basic courses into one comprehensive beginner's guide to federal travel entitlements. This course is a must if you are new to travel or need a quick refresher on the basic application of the Federal Travel Regulation (FTR), and mandatory use of government travel programs. Travelers should take this course to "know before they go" in order to ease the stress of official travel and avoid costly mistakes. The course's "Travel Guide" serves as the course text book, as well as a handy travel reference guide! This course is ideal for newly hired government employees, interns, infrequent travelers, and authorizing/supervising/ policy officials.

Are you ready to travel? Learn the steps you must take before, during and after a trip. Knowing the rules and regulations is the first step to simplifying the travel process. However, you also need to know the steps for effectively and efficiently planning, arranging, performing and claiming your travel expenses. Take this course if you are new to travel or need a quick refresher on the use of the mandatory government travel programs, application of the Federal Travel Regulation (FTR), and the steps involved in completing official temporary duty travel.

Course Objective: You will learn about the FTR, travel policies, entitlements, and government travel programs you need to know before you perform your official temporary duty travel. In addition, you will learn to understand the entitlements, the responsibilities, and the steps you must take during and after completing your travel.

Cost: \$750 **Length:** One day

Relocation Allowances: Federal Travel Regulation (FTR)

Course Number: 1745

This course covers the relevant authorities governing relocation allowances payable to federal employees, an explanation of relevant terminology, a discussion of the required documentation for relocating at the government's expense, the eight types of relocations, and the rules governing the relocation allowances.

Course Objective: This course provides a comprehensive discussion of procedural requirements and relocation allowances payable to civilian employees of civilian agencies in the executive branch who relocate at government expense.

Cost: \$1,225 **Length:** Three days



Relocation Income Tax (RIT) Allowances Course Number: 1750

This course discusses the income and employment taxation of relocation allowances with a focus on agency responsibilities as they relate to the payment of relocation allowances. This course then addresses the policy and procedures governing the payment of the RIT Allowances.

Course Objective: This course provides a comprehensive discussion of taxation of relocation allowances and the payment of the RIT Allowance.

Cost: \$1,060 **Length:** Two days

Shipping Household Goods and Transportation Management Services Solution (TMSS)

Course Number: 1755

Shipping HHG in connection with an official change of station can be challenging. Information provided during this class will help you understand the Federal Travel Regulation (FTR) entitlements and your responsibilities for the shipment and storage of HHG. Not all situations involving the shipment of HHG can be anticipated, however, most of your questions and concerns will be answered in class. You will learn how to research Civilian Board of Contract Appeals (CBCA) decisions, relevant relocation regulations and available GSA programs to help you find the solutions you need and answers to your questions.

You will learn how to use TMSS during the second day of this dynamic class. TMSS provides access to GSA's Centralized Household Goods Traffic Management Program (CHAMP) and offers more than 250 transportation service providers at an average savings of 14.88 percent off commercial rates. Hands-on TMSS training will teach you how to manage the entire HHG shipment process online.

Course Objective: This course is designed to heighten your awareness of the entitlements and responsibilities for shipping household goods (HHG) and the available GSA programs and solutions to simplify your HHG shipment process. It also provides hands-on TMSS training to give you the tools necessary for efficiently managing the entire shipment process online.

Cost: \$1,000 **Length:** Two days

Temporary Duty Travel: Federal Travel Regulation (FTR) Course Number: 1760

Federal travel regulations are complex and ever-changing. During this comprehensive two-day course, you will learn how to interpret and apply the FTR when planning and arranging travel and while authorizing, approving or processing travel documents and claims. The emphasis of this class is on FTR transportation, per diem and miscellaneous travel expense allowances, and the mandatory use of GSA governmentwide travel programs. We will discuss real-world “case studies” and use travel examples and exercises to enhance your understanding and application of the travel regulations.

Course Objective: To equip you with the knowledge and tools necessary for effectively applying the FTR and other travel related regulations, rules, policies, and procedures to official temporary duty travel. The knowledge and understanding you will gain during this class will be invaluable to you on a daily basis!

Cost: \$1,000 **Length:** Two days

Approving Officials' Responsibilities: Federal Travel Regulation (FTR) Course Number: 1761

Are you aware of your responsibilities? Your role as an authorizing/approving official is unique and complex, and you are responsible for the decisions you make. For example, when you are approving a travel claim, you must ensure: the claim is properly prepared in accordance with the FTR and your agency procedures; a copy of the travel authorization is provided; expenses claimed are authorized and allowable; the amounts claimed are accurate; and the required receipts, statements and justifications are attached with the voucher. In this course, we will cover all the basics you need to ensure you understand temporary duty travel allowances – and your responsibilities!

Course Objective: Identify your responsibilities and requirements for issuing Travel Authorizations and approving travel claims for transportation, subsistence and miscellaneous expense allowances in accordance with the FTR and other applicable regulations.

Cost: \$440 **Length:** Four hours

Conference Planning Course Number: 1780

If you want to learn about the skills you need to succeed when planning a government conference and/or the government travel policies and regulations you must follow, this class is for you! The term “conference” includes meetings, workshops, retreats, symposiums, and events that involve travel by federal attendees. Topics discussed during this class include relevant FTR policies, rules and allowances, conference planning responsibilities, suggested conference planning guidance, GSA travel programs and much more.

Course Objective: Students will gain a firm understanding of how to plan, coordinate and execute conferences in accordance with the Federal Travel Regulation (FTR) and other applicable government regulations.

Cost: \$725 **Length:** Six hours

Advanced Temporary Duty Travel: Federal Travel Regulation (FTR) Course Number: 2060

During this participatory class, you can share complex and unusual travel questions, concerns and experiences to gain the answers you need while contributing to the collective knowledge of your colleagues and the instructor. The class includes a synopsis of the basic FTR policies and entitlements and a comprehensive review of more complex topics, such as travel via an indirect route, mixed travel, cost comparisons, long-term temporary duty travel assignments and use of the mandatory GSA governmentwide travel programs. Travel examples, exercises, and Civilian Board of Contract Appeals (CBCA) decisions will be used to further enhance your understanding of how to apply the FTR to everyday travel situations.

Course Objective: To provide the knowledge and understanding you need to plan travel; prepare, review or approve travel authorizations and vouchers; research complex travel issues; make travel recommendations; or perform other duties relative to your agency's travel program and mission.

Cost: \$750 **Length:** One day

DEPARTMENT OF DEFENSE OFFERINGS

Temporary Duty Travel: Joint Federal Travel Regulations (JFTR), Volume 1 (Uniformed Service Members)

Course Number: 1765

This course covers the relevant authorities governing travel and transportation allowances payable to uniformed service members, an explanation of relevant terminology used throughout the applicable regulations, rules governing the authorization process and travel and transportation allowances.

Course Objective: This course provides a comprehensive discussion of travel and transportation allowances payable to uniformed service members of all federal agencies, including commissioned officers in the U.S. Coast Guard, the National Oceanic and Atmospheric Agency (NOAA) and Public Health Service (PHS).

Cost: \$1,000 **Length:** Two days

Temporary Duty Travel: Joint Travel Regulations (JTR), Volume 2

Course Number: 1770

This course covers: the relevant authorities governing travel and transportation allowances payable to DOD civilian employees; an explanation of relevant terminology used throughout the applicable regulations; rules governing the authorization process; and travel and transportation allowances.

Course Objective: This course provides a comprehensive discussion of travel and transportation allowances payable to civilian employees of the Department of Defense (DOD).

Cost: \$1,000 **Length:** Two days

Approving Officials' Responsibilities: Joint Travel Regulations (JTR), Volume 2

Course Number: 1771

This course covers the responsibilities for authorizing and/or approving travel and transportation allowances payable to civilian employees of the DOD. This course fully discusses the responsibilities of accountable officers interspersed with an abbreviated discussion of selected travel and transportation allowances as necessary.

Course Objective: This course provides a brief summary of selected specific responsibilities placed on authorizing or approving officials who authorize or approve temporary duty travel by civilian employees of the Department of Defense (DOD).

Due to the short duration of this course and the course objective, this course does not provide a detailed discussion of the rules governing temporary duty travel of DOD civilian employees at government expense. Students should attend Course 1770, Temporary Duty Travel: Joint Travel Regulations (JTR) Volume 2, if they desire a more comprehensive discussion.

Employees of civilian agencies of the executive branch (i.e., agencies other than the DOD) should attend the Course 1761, Approving Officials' Responsibilities: Federal Travel Regulation (FTR).

Cost: \$440 **Length:** Four hours

Relocation Allowances: Joint Travel Regulations (JTR), Volume 2

Course Number: 1775

This course covers the relevant authorities governing relocation allowances payable to DOD civilian employees and provides an explanation of relevant terminology used throughout the applicable regulations and rules governing the authorization process and provides travel and transportation allowances.

Course Objective: This course provides a comprehensive discussion of procedural requirements and relocation allowances payable to civilian employees of the Department of Defense (DOD) who relocate at government expense.

Cost: \$1,225 **Length:** Three days

Advanced Temporary Duty Travel: Joint Travel Regulations (JTR), Volume 2

Course Number: 2070

This course is divided into two parts. The first portion provides a discussion of recent developments relating to travel and transportation allowances payable to civilian employees of the DOD. During the discussion of recent developments, the instructor will also address questions related to (and provide further clarification of) the material presented in the basic course. The second portion of the course addresses new topics, including paying for travel expenses, arranging travel, claiming reimbursement, liability issues, and extended temporary duty assignments.

Course Objective: This course provides: an update on recent developments related to Department of Defense (DOD) travel policy and programs; clarification of topics discussed in the basic TDY course; and a discussion of policy issues not covered by the regular TDY course.

Cost: \$750 **Length:** One day

NEW ON-SITE SPECIALS

Temporary Duty Travel: Federal Aviation Administration Travel Policy (FAATP)

Course Number: 1730

This course covers the relevant authorities governing travel and transportation allowances payable to FAA employees, an explanation of relevant terminology, rules governing the authorization process and travel and transportation allowances.

Course Objective: This course provides a comprehensive discussion of travel and transportation allowances payable to employees of the Federal Aviation Administration (FAA).

This course is offered only as an on-site special. For more information, please call the GSA Professional Development and Training Section at (703) 605-0555 or email us at travel.training@gsa.gov.

Length: Two days

Temporary Duty Travel for Defense Contractors: Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplements (DFARS)

Course Number: 1790

This course covers the relevant authorities governing relocation allowances payable to DOD civilian employees and provides an explanation of relevant terminology used throughout the applicable regulations and rules governing the authorization process and travel and transportation allowances.

Course Objective: This course provides a comprehensive discussion of travel and transportation allowances payable to Department of Defense (DOD) contractors.

This course is not structured for contractors with civilian agencies of the executive branch (i.e., agencies other than the DOD). Employees of civilian agencies and civilian agency contractors should contact the GSA Professional Development and Training Section at (703) 605-0555 or travel.training@gsa.gov.

Length: Two days



Foreign Service Allowances and Travel for Foreign Service Personnel: Foreign Affairs Manual (FAM) and Department of State Standardized Regulations (DSSR)

Course Number: 1791

This course covers the relevant authorities governing foreign-service allowances for members of the foreign service, an explanation of relevant terminology, rules governing the payment of foreign service.

Course Objective: This course provides a broad overview of special allowances payable to foreign-service personnel transferred and stationed overseas and special types of travel paid to foreign-service personnel stationed at foreign posts.

This course is offered only as an on-site special. For more information, please call the GSA Professional Development and Training Section at (703) 605-0555 or email us at travel.training@gsa.gov.

Length: Three days

NEW ON-SITE SPECIALS

Overseas Allowances and Travel for Civilian Employees: Federal Travel Regulation (FTR) and Department of State Standardized Regulations (DSSR)

Course Number: 1792

This course covers the relevant authorities governing overseas allowances and travel of employees of civilian agencies (i.e., other than the DOD), an explanation of relevant terminology, rules governing the payment of overseas allowances and travel.

Course Objective: This course provides a broad overview of relocation allowances for overseas assignments, special allowances related to a civilian employee's overseas assignment, and special types of travel paid while a civilian employee is stationed at a foreign post of duty.

This course is offered only as an on-site special. For more information, please call the GSA Professional Development and Training Section at (703) 605-0555 or email us at travel.training@gsa.gov.

Length: Three days



Overseas Allowances and Travel for Department of Defense Employees: Joint Travel Regulation (JTR), Volume 2 and Department of State Standardized Regulations (DSSR)

Course Number: 1793

This course covers the relevant authorities governing overseas allowances and travel of DOD civilian employees, an explanation of relevant terminology, rules governing overseas allowances and travel.

Course Objective: This course provides a broad overview of relocation allowances for overseas assignments, special allowances related to a Department of Defense (DOD) civilian employees' overseas assignment, and special types of travel paid while a DOD civilian employee is stationed at a foreign post of duty.

This course is offered only as an on-site special. For more information, please call the GSA Professional Development and Training Section at (703) 605-0555 or email us at travel.training@gsa.gov.

Length: Three days

WEB-BASED TRAINING

Federal Travel Regulation (FTR)

Online Course

Course Number 3000

Stay up-to-date on fast-changing travel regulations and allowances with a new online course available 24/7. This five-hour online seminar allows frequent travelers, specialists, and supervisors to learn at their own pace while mastering ever-changing regulations.

Cost: \$280

The FTR online course is a condensed version of the two-day course, 1760 Temporary Duty Travel: Federal Travel Regulation.

For more information, please call the GSA Professional Development and Training Section at (703) 605-0555 or email travel.training@gsa.gov.





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NEWS/UPDATES



Lounge Chair

This classic lounge seating features a tight back design with loose seat cushions, rolled arms, and exposed-wood feet. The chair is made of solid cherry wood and upholstery. The back has a smoothly curved top. The design works well with traditional and contemporary settings.

Lounge chair has a tight seat and back cushion. The seat cushion is reversible.

Leather upholstery with walnut finish.

NSN 7110-01-447-9239

Brand Trinity Furniture, Inc.

Color Black

Size Width: 34"; Depth: 34"; Height: 34"

Price \$1206.33 EA

This chair and other "Classic" pieces are BIFMA Level 1 certified. The level certification is completely holistic in approach. Trinity's "Classic" NSN line is all Level 1 certified.

Executive "L" Workstation

This traditional executive wood furniture will add a touch of class to any office. The 18th-century design includes tops, drawers and doors with molded edges, wraparound molding that surrounds the desks and credenzas, picture-frame panel moldings on the pedestals, and a plinth base. Units designated as modular have flat sides to allow side-by-side placement without gaps. The exposed wood surfaces are solid walnut or walnut veneer with a Federal Walnut or Federal Mahogany finish. The tops are fully filled with a hand-rubbed finish. Hardware has a traditional design and an antique-style brass finish. Adjustable glides are provided for leveling. **DD**



Desks feature a central lock for securing all drawers or keyed-alike locks for each pedestal. Drawer bodies are wood, and drawers have precision ball-bearing suspensions. File drawers can accommodate letter- and legal-size hanging folders. A pullout reference shelf is provided at the top of each drawer pedestal.

Workstation includes right pedestal desk and left return attachment. Desk is 66" wide and 30" deep. The return is 48" wide and 21-1/2" deep. The desk has a center drawer and a drawer pedestal with a tray drawer, box drawer and file drawer on the right side. The return attaches to the left side of the desk and features an articulating keyboard tray, a tray drawer, box drawer and file drawer. A grommet is provided for the return to route wiring for a clean look.

① Quick Shipment Available

NSN 7110-01-383-8230

Brand Jofco, Inc.

Color Mahogany

Size Width: 66"; Depth: 80"; Height: 29"

Price \$2695.65 EA

Desk available with left or right pedestal with return attachments. All Jofco NSN products are in the "Walden" line and are BIFMA Level 2 certified.

Do you have a suggestion for
a new product or a comment
on GSA Global Supply?

Email to **GSAGlobalsupply@gsa.gov**

NEW PRODUCTS

GSA Global Supply® has
something new just for you!



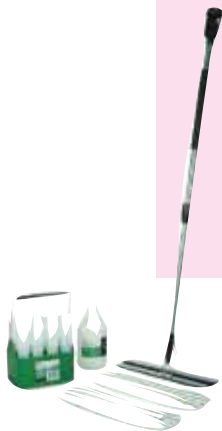
Flat Mop Tool

◀ 3M/Skilcraft Easy Scrub tool has a top mounted, detachable squeeze bottle with a 11-1/2 oz capacity. Cleaning solution is dispensed through the handle. Brushed aluminum handle (2 piece) has a positive locking means preventing warp or wobble, and is adjustable from 38" to 59-1/2". Includes a rigid 16" x 4" pad holder attached to the handle by means of a universal swivel. **DD** **AbilityOne** ★

NSN 7920-01-574-8718

Color Black/Green

Price \$72.94 EA



◀ 3M/Skilcraft Easy Scrub tool holds 15 oz of cleaning solution in the handle. Corrosion resistant aluminum handle is 54" in length with a push button dispensing system at the top of the handle. Includes a rigid 16" x 4" pad holder attached to the handle by means of a universal swivel. **DD** **AbilityOne** ★

NSN 7920-01-574-8715

Color Green/Black

Price \$134.12 EA

Flat Mop Starter Kit

3M/Skilcraft Easy Scrub Express Starter Kit includes: One Easy Scrub Express tool with 16" pad holder NSN 7920-01-574-8718; two white microfiber pads, 18"; 12 bottles, 11-1/2 oz; caddy; pour jug, 1/2 gl; training DVD; three sheets blank labels; and label CD. **DD** **AbilityOne** ★

NSN 7920-01-574-9146

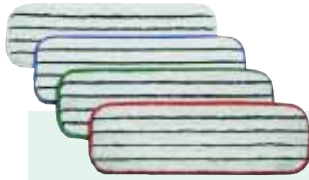
Price \$153.97 KT



◀ 3M/Skilcraft Easy Scrub Starter Kit includes: One Easy Scrub tool with 16" pad holder NSN 7920-01-574-8715; 10 white border microfiber pads, 18" NSN 7920-01-574-9447; and one bottle with quick fill pouring spout, 64 oz. **DD**

AbilityOne ★ **NSN** 7920-01-574-8716 KT

Price \$229.40 KT



◀ Microfiber Flat Mop Pad

3M/Skilcraft Microfiber flat mop pad is white with green scrubbing stripes on the bottom for tough build-up on floors. Machine washable and bleach safe. **DD** **AbilityOne** ★

Green border.

Use with flat mop tools 7920-01-574-8715 or 7920-01-574-8718.

NSN 7920-01-574-9445

Size 18"

Price \$117.13 BX (contains 10 EA)

Red border.

Use with flat mop tools 7920-01-574-8715 or 7920-01-574-8718.

NSN 7920-01-574-9446

Size 18"

Price \$117.13 BX (contains 10 EA)

White border.

Use with flat mop tools 7920-01-574-8715 or 7920-01-574-8718.

NSN 7920-01-574-9447

Size 18"

Price \$117.13 BX (contains 10 EA)

Blue border.

Use with flat mop tools 7920-01-574-8715 or 7920-01-574-8718.

NSN 7920-01-574-9448

Size 18"

Price \$117.13 BX (contains 10 EA)

Wet Floor Sign

Plastic sign features two-sided bilingual (English/Spanish) "Caution Wet Floor" warning printed in black on high visibility yellow. Ideal for narrow spaces, folds flat for easy transport or to fit on a janitorial cart. **DD** **AbilityOne** ★

NSN 9905-01-588-2362

Size 11 W x 28" H

Price \$13.62 EA



◀ Conference Chair

Ergonomic, swivel-tilt chair features an upholstered seat and a mesh stretch-fabric back to allow airflow and conform to the user. Seat and back are contoured to provide comfortable seating. Chair has a pneumatic cylinder, allowing easy adjustment of seat height. Black plastic base resists scuffing and wear. Dual-wheel casters are designed for use on carpeted surfaces. **DD**

Chair features a high-back design and has a standard tilt mechanism. The chair is primarily intended for conference room use and can be used for general office applications. Arms are height adjustable.

Color refers to the seat fabric. Back is black mesh.

Low-VOC Item

NSN 7110-01-555-8491

Color Black

Size Width: 25"; Depth: 26"; Height: 45"

Price \$282.74 EA



FEATURED PRODUCTS

GSA Global Supply™ offers a wide range of products. Please visit us at www.GSAglobalsupply.gsa.gov for a complete selection.

High-Visibility Safety Clothing

High-visibility clothing for daytime and nighttime safety.

▼ Features silver and white reflective strips with adjustable Velcro fasteners.

Armband has a fabric base.



NSN 8465-00-177-4977

Size Length: 12"; Width: 2-1/2"

Price \$13.22 PR



▼ Armband.

Elastic armband wraps around the arm and closes with hook and loop fasteners. Features a silver retro-reflective band between two neon yellow fluorescent bands.

NSN 8465-01-444-2527

Color Neon Yellow

Size Length: 12"; Width: 2"

Price \$1.92 EA



► Belt.

The two-inch wide elastic belt adjusts from 22" to 54" and fastens with a plastic quick release buckle. Belt features a silver retro-reflective band between two neon yellow fluorescent bands.

NSN 8465-01-444-1493

Color Neon Yellow

Size Length: 22 to 54"; Width: 2"

Price \$8.80 EA



The two-inch wide elastic belt adjusts from 22" to 54" and fastens with a plastic quick release buckle. Belt features a silver retro-reflective band between two neon orange fluorescent bands.

NSN 8465-01-444-2531

Color Neon Orange

Size Length: 22 to 54"; Width: 2"

Price \$8.80 EA

◀ Sash and belt.

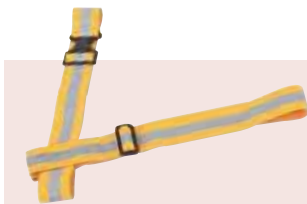
Adjustable over-the-shoulder sash conjoins to the two-inch wide elastic belt that adjusts from 22" to 44" and fastens with a plastic quick-release buckle. Sash and belt have a silver retro-reflective band between two neon orange fluorescent bands.

NSN 8465-01-444-2530

Color Neon Orange

Size Length: 22 to 44"; Width: 2"

Price \$9.84 EA



Adjustable over-shoulder sash. Two-inch wide elastic belt adjusts from 22" to 44" and fastens with a plastic quick release buckle. Sash and belt have a silver retro-reflective band between two neon yellow fluorescent bands.

NSN 8465-01-444-9043

Color Neon Yellow

Size Length: 22 to 44"; Width: 2"

Price \$9.84 EA

► Legband has a fabric base. Features silver and white reflective strips with adjustable velcro fasteners.



NSN 8465-00-177-4975

Size Length: 16"; Width: 2-1/4"

Price \$11.75 PR





◀ Highway Warning Device

Triangular-shaped reflective device warns approaching traffic of a disabled vehicle. With a 2 to 3" fluorescent band and an open center, this item is self-standing and portable. Size ranges from 17 to 22". In accordance with Federal Motor Vehicle Safety Standard (FMVSS) No. 125 (49 CFR 571.125).

Set includes three warning devices enclosed in a heavy duty box.

NSN 9905-00-148-9546

Price \$14.01 SE

Set has two warning devices enclosed in a heavy duty storage box.

NSN 9905-00-534-8376

Price \$10.02 SE

Office Tool Kit

Kit offers all in one convenience! Contains: screwdriver bit set and handle with (1) Phillips and (5) flat tip mini drivers, slip joint pliers with combination jaw and cutter, chain pliers with long round nose and cutter, heavy duty straight trimmer's shears, curved claw hammer, adjustable wrench, (2) flat tip screwdrivers (3/16" and 5/16" W tips), (2) Phillips screwdrivers (#1 and #2), smooth jaw tweezers, (6) L-shaped Allen wrench set (nominal sizes 0.05 to 1/8"), steel measuring tape (16" L x 3/4" W), utility knife with retractable blade in four positions. Equipped with a custom zipper tool case.

NSN 5180-01-336-7141

Price \$139.80 KT

► Master Mechanic's Tool Kit

This kit contains the following: pry bar, hand hacksaw blades and frame, mounting bracket, scratch wire brush, hand cold chisels, hand rivet buster chisel, spring tension clip, socket wrench extension, screw extractor set, hand file (Swiss and American patterns), contact point flat, half, round regular (with wood handle), mechanical finger, gap setting gage thickness gage, hand hammers, socket wrench handle, socket head screw key set, pocket knife, putty knife, retaining ring pliers set, diagonal cutting pliers, slip joint pliers, aligning punch, solid center punch, drive pin punch, magnetic retrieving tool, tools and accessories rolls, machinist's steel rule, phillips and standard and offset screwdriver set, flat tip screwdriver, offset screwdriver, screwdriver socket wrench attachments, socket wrench sets, stud remover and setter, two meter measuring tape, portable toolboxes, box wrench set, box and open end combination wrench set, open end (double-head) wrench set, attachment universal joint, adjustable auto wrench, adjustable open end wrench, adjustable wrench, open end box wrench, box (double head) wrench, open end tappet wrench, open end wrench, pipe wrench (heavy duty adjustable), curved and straight jaw vise grip type pliers. Department of the Army Supply Catalog SC 5180-95-NO5.



NSN 5180-00-699-5273

Price \$2,375.83 KT



◀ Carpenter's Tool Kit

Kit for Army engineer squad contains: construction worker's leather aprons, combination pry and scraper bar, hacksaw blade, one chisel and plane sharpener blade, one chalk line and reel, six-piece firmer wood chisel set, two inserted hammer faces, files, hacksaw frame, seven hammers, six goggles, wood file handle, inserted hammer face holder, craftsman's knife, level and plumb, line level, pencil, plane, pliers, rasp, rasp and handle, crosscut and rip saws, cross-tip and flat-tip screwdrivers, carpenter's and combination squares, tacker staples, tacker, sharpening stone, measuring tapes, nylon twine and adjustable open-end wrench. Equipped with a carpenter's tool kit chest. Dept of the Army Supply Catalog SC 5180-95-CL-NO8.

NSN 5180-00-293-2875

Price \$1,698.63 KT

▶ Off-Road Survival Tool Kit

Sport Utility Pack is compact enough to fit under most truck, van, and SUV seats, yet carries the essential tools needed for many off-road applications. Weight: 8.4 lbs.

Kit contents: Folding blade saw, compact axe, folding spade, Mag Lite (2) D cell flashlight, needle nose multi purpose plier and a small first aid kit. Furnished in a semi rigid polyester case.

NSN 5180-01-457-5621

Size Case: 12" x 11" x 3" Closed Position.

Price \$364.82 KT



◀ Cordless Power Tool Set

This (6) piece set contains heavy duty, 18 volt cordless power tools. Set includes: 1/2" hammerdrill/drill/driver, 6-1/2" diameter 16 tooth carbide blade, circular saw and a rip fence, reciprocating saw with keyless blade clamp, impact driver, Cut off tool and a hands free flexible floodlight. Also included: one hour charger, (2) 18 volt batteries, 360 degree side handle, wrench, backing flange and a three position side handle. Furnished in a contractor bag. **DD**

NSN 5130-01-535-1215

Price \$610.15 SE

▶ Cordless Drill

Heavy-duty 18-volt 1/2" (13mm) adjustable clutch drill/driver kit features: variable speed; reversing switch; anti-slip soft comfort grip; keyless chuck; and an electric brake. Includes a one-hour charger, two battery packs (with two amp-hours minimum each pack), a screwdriver bit, and a heavy-duty carrying case.

No-load speed: 2000 rpm (maximum); **Maximum torque:** 400 in.-lbs. (minimum).

NSN 5130-01-444-4662

Price \$263.49 EA



◀ Impact Wrench (Pneumatic)

Air-powered, portable, titanium impact wrench loosens and tightens bolts and nuts. Has built-in power regulator for control of power output. The wrench has a pistol-grip handle and is reversible. Operating pressure is 80-100 psig. Furnished with operating and maintenance instructions.

This quick-disconnect-type pneumatic drill has a pistol-grip handle with a 3/4" male square straight-drive spindle. Comes with a hex nipple (0.38 NPTF x 0.25 NPTF) and a three-foot hose. Has a 38"-18NPTF male coupling with 300 psi (maximum). Capacity: 700 ft.-lbs. (minimum); Working torque range: 100 to 500 ft.-lbs.; Average air consumption: 7.5 CFM.

NSN 5130-01-428-3751

Size 10" L.

Price \$919.72 EA



Folding Knife

The Applegate combat folder is the first folding combat knife ever developed. It features a large stainless steel blade that fits snugly into a relatively small handle, an objective not easily accomplished with most folding knives. In addition, the knife features a 4-1/2" blade with a thumb stud for easy one handed deployment, as well as a sheath for easy storage.



NSN 5110-01-436-1548

Brand Gerber

P/N 05780 or equal

Size 10" L (open), 5-3/4" L (closed).

Price \$94.63 EA

Pocket Knife (Folding)

Pocket knives are versatile tools, and may be used for anything from opening an envelope, to cutting twine, to slicing an apple or even for self defense.

This folding pocket knife has a black finish stainless steel modified sheep's-foot blade with an oval thumb hole. The blade has a partially serrated / straight edge. The black high strength plastic handle is lightweight and molded to form. The knife features a patented hinged lock and has a reversible stainless steel carry clip.



NSN 5110-01-452-2215

Color Black Finish

Size 8-1/2" L (Open), 4-7/8" L (Closed).

Price \$43.67 EA

Pocket Multi-Tool (Retractable)

Multi-use pocket tool contains: serrated knife blade, pliers, drop point knife, wire cutters, flat tip and Phillips screwdrivers, can/bottle opener, lanyard eye, ruler and crimper. Also features a component locking mechanism.



NSN 5110-01-346-5341

P/N 07520G or equal

Color Black Oxide Finish

Size 4-7/8" L (Closed). Black Nylon Sheath.

Price \$63.47 EA

Multi-Tool Kit

This multi-tool kit contains: a multi-pliers tool (NSN 5110-01-346-5339); six stainless steel screwdriver bits; and a coupler that fits over the cross-tip screwdriver blade in the multi-pliers. The screwdriver bits and the coupler are stored in a rubber bit holder with slots for each of the items; the holder has an extended gripping tab that permits easy bit removal from the sheath. The screwdriver bits are 1/4" hex inserts and consist of three flat-tip bits (in sizes 12-14, 5-6, and 0-1) and three cross-tip bits (in Phillips sizes 1, 2, and 3). Furnished in a black synthetic sheath with a Velcro flap closure, a belt loop, and two pockets (one for the multi-pliers tool and one for the rubber bit holder).



NSN 5110-01-385-7354

P/N 07510G or equal

Size 4-7/8" L (closed).

Price \$59.15 SE

► Multi-Tool

This tool is the next generation multi-tool. Tool offers two locking knife blades with one-hand access, plus two more locking tools and a more comfortable handle. The tool also comes with needlenose and regular pliers, wire cutters, hard-wire cutters, clip-point knife, serrated knife, diamond-coated file, wood/metal file, wood saw, scissors, extra small, small, medium, large and Phillips screwdrivers, can/bottle opener, wire stripper and lanyard attachment.

Stainless steel finish. Leather sheath.

NSN 5110-01-456-0578

Size Length: 4" closed

Price \$71.30 EA



Tool Satchel

This highly portable cotton duck satchel is excellent for keeping tools organized. **PRIME**



Includes two pockets with slide fastener closure and two nylon web handles. (Does not include sling.)

NSN 5140-00-473-6256

Size 19-1/2" L x 6" W x 8-1/2" H.

Price \$27.47 EA

Rolling Tool Chest

Eight-drawer tool chest features: heavy-gauge steel construction; rounded full-width aluminum drawer pulls; a quick-release ball-bearing design (for easy drawer removal); an internal locking system with reversible overmolded keys; and the "Griplatch" detent system, which secures drawers in place and prevents unintentional opening. Height: 19-3/4"; Width: 40-1/2"; Depth: 16"; Shipping weight: 141 lbs. Craftsman P/N 9-59623

NSN TL1-CFM-50025H

Brand CRAFTSMAN

Color Black

Price \$688.22 EA

◀ Work Station

This nine-drawer work center features one ball-bearing drawer positioned below the work surface and eight friction-slide drawers. Top has built-in storage. Shipping weight: 225.7 lbs.

NSN TL1-CFM-50880J

Brand CRAFTSMAN

Color Black

Size Height: 36-3/4"; Width: 48"; Depth: 22-1/4"

Price \$961.07 EA



► Tool Organizer

These handy drawer organizers ensure that tools are properly stored and make it easy to tell when a tool is missing. Each package contains enough foam for three standard chest drawers or two standard rollaway drawers. Includes two 16-1/4 x 22-1/4" foam inserts, cutting knife, two adhesive layout sheets, and instructions. Height: 1/2"; Shipping weight: 0.7 lbs.

NSN TL1-CFM-50670B

Brand CRAFTSMAN

Price \$24.85 EA





◀ Expanded Sealing Tape (EPTFE)

An expanded Teflon (EPTFE) for sealing and gasketing aircraft access panel doors and other gasketing applications. These tapes, gaskets or sheets are resistant to aircraft fuels, fluid and lubricants. This preformed, odorless sealant is easily removed and requires no curing. SAE specification AMS 3255. [MSDS](#)

Class 1: Continuous Ribbed, Type 1: Standard Sealant.

① 24-month maximum shelf life (extendable)

NSN 8030-01-368-7208

Color Gray

Size 100' L x 1-1/10" W x 0.02" T.

Price \$1,385.02 RO(contains 100 FT)

Aircraft Structural Adhesive

This 2 part, liquid, glass bead filled epoxy paste kit is for bonding metal skins and honeycomb cores to yield tough, permanently flexible joints that resist humidity, water and most common fluids. Contains no asbestos. [MSDS](#)

① 12-month maximum shelf life (extendable)

NSN 8040-01-163-3481

P/N EA-9309.3NA

Color Blue

Size 1qt A and B Total.

Price \$142.01 KT



Thinner

For easier application, these thinners reduce aircraft coatings to their required viscosity. MIL-T-81772. [MSDS](#)

Type 1: Polyurethane Thinner.

① 36-month maximum shelf life (extendable)

NSN 8010-00-181-8079

Price \$135.87 CN(contains 5 GL)



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Cushion

This rectangular cushion for a chair or stool is comprised of a urethane foam insert inside a cotton/polyester cloth cover. Cushion features boxed edges and rounded corners.

NSN 7210-00-205-3544

Color Green

Size 18-1/2 x 17-1/2 x 2"

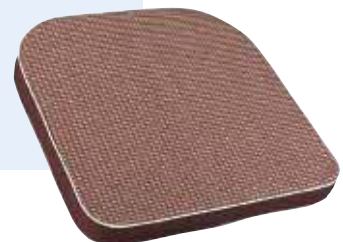
Price \$23.34 EA

▶ **NSN** 7210-00-205-3545

Color Dark Brown

Size 16 x 15 x 1-1/2"

Price \$18.24 EA





◀ **Lumbar Support**

Ergonomically designed lumbar support belt that helps to provide greater comfort and lessen the chance of back strain. Features non-conductive flexible stays to ensure lumbar support. Breathable lightweight construction reduces skin irritation and discomfort. The support belt has a Velcro closure over abdominal area for a safer lift, with adjustable safety suspenders.

Fits 24" to 33" waist.

NSN 6515-01-463-5340
P/N P/N 525-S or equal
Color Black
Price \$29.85 EA

Fits 35" to 44" waist.

NSN 6515-01-413-9293
P/N P/N 525-L or equal
Color Black
Price \$29.85 EA

Fits 46" to 56" waist.

NSN 6515-01-411-0626
P/N P/N 525-XXL or equal
Color Black
Price \$29.85 EA

Fits 32" to 38" waist.

NSN 6515-01-418-5404
P/N P/N 525-M or equal
Color Black
Price \$29.85 EA

Fits 42" to 52" waist.


NSN 6515-01-411-0627
P/N P/N 525-XL or equal
Color Black
Price \$29.85 EA

Chair

This chair is a part of a line of ergonomically designed chairs that includes executive, task, conference and guest chairs. All chairs have a patterned mesh back to promote air flow and comfort. The mesh is designed to provide lumbar support and allow movement. Seats are upholstered with an energy-absorbing Enersorb™ foam cushion and have a contoured waterfall design to minimize pressure. The back is framed to prevent damage from contact with hard surfaces. **DD**

Chairs have a synchronous knee-tilt mechanism, with tilt lock, pneumatic seat-height adjustment, and tilt tension control. Arms are adjustable with cushioned pads for comfort.

This executive chair includes an adjustable head rest.

 Low-VOC Item

NSN 7110-01-573-6539
Brand Nightingale
P/N CXO-6200D
Color Black
Size Width: 29"; Depth: 29"; Height: 55"
Price \$617.57 EA



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7110-01-590-8674....Single LCD Monitor Arm....Dark Gray....EA

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TENTATIVE SCHEDULE

Monday, May 14

Early Registration for Customers and Exhibitors

Customer Agency Meetings	9 a.m. – 4 p.m.
Customer and Exhibitor Registration	Noon – 5 p.m.
New! Welcome/Orientation – First-time and seasoned attendees are invited to enjoy ice cream and learn how to make the most of GSA Training Conference & Expo 2012.	1 – 3:30 p.m.
Exhibitor Setup	1 – 5 p.m.

Tuesday, May 15

Opening Day of Training

Customer and Exhibitor Registration	7 a.m. – 6:30 p.m.
Exhibitor Setup	8 a.m. – 5 p.m.
Morning Break	7:45 – 8:30 a.m.
Open Plenary Session with Keynote Speaker	8:30 – 10 a.m.
Customer Agency Meetings	10:30 a.m. – 4 p.m.
Training Session #1	10:30 – 11:45 a.m.
Lunch	11:30 a.m. – 1:30 p.m.
Training Session #2	1 – 2:15 p.m.
Training Session #3	2:30 – 3:45 p.m.
Welcome Reception	4 – 7 p.m.

Wednesday, May 16

Exhibit Hall Opens and Training Continues

Customer Registration	7 a.m. – 4 p.m.
Exhibit Hall Open	8:30 a.m. – 4 p.m.
Lunch	11:30 a.m. – 1:30 p.m.
Training Session #4	1 – 2:15 p.m.
Training Session #5	2:30 – 3:45 p.m.
Personal Coaching (a.k.a. Speed Mentoring)	3:30 – 6 p.m.

Thursday, May 17

Training and Exhibit Hall Continue

Customer Registration	7 – 11 a.m.
Training Session #6	8 – 9:15 a.m.
Exhibit Hall Open	8:30 a.m. – 2 p.m.
Lunch	11:30 a.m. – 1:30 p.m.
Training Session #7	1 – 2:15 p.m.
Customer Agency Meetings	2 – 4 p.m.
Training Session #8	2:30 – 3:45 p.m.
Conference Concludes	4 p.m.



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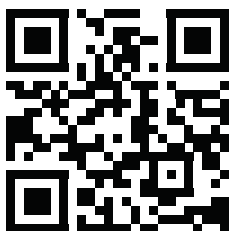
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